



NAVAJO NATION HUMAN RIGHTS COMMISSION

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NNHRC concern about Navajos falling prey to spot delivery abuse

Spot delivery abuse is a predatory auto sales scam

SAINT MICHAELS, Navajo Nation—To date about predatory auto sales, the Navajo Nation Human Rights Commission has held three public hearings, and provided public education by sharing a flyer and advertisement about what to know before going to an auto dealer and how to apply what you now know to better negotiate the purchase of a vehicle. Now, the Commission has begun to share what they've learned in the course of a few weeks since obtaining information from Navajo citizens about predatory auto sales, one of which is—spot delivery abuse.

Spot delivery is a term used by those protecting consumers like the Attorney Generals' offices or consumer protection bureaus. It means when a vehicle is sold on the spot before the financing is complete. When a vehicle is sold on the spot before the financing is complete, this can be an example of abuse, a type of predatory auto sales tactic, and is part of the yo-yo sales ploy.

"We do not want Navajo people to fall prey to spot delivery abuse. Recognize that it exists and learn how to avoid it by knowing your personal financial information," said NNHRC Executive Director Leonard Gorman. "Once you know your personal financial information, protect it and you'll be able to use it effectively."



Typically, sales on the spot abuse occur when a dealer allows a consumer with less than ideal credit to take a vehicle before the actual financing is complete. When financing falters dealers will ask you to return to a dealership where you'll be faced with a higher interest rate or fees, or even be asked to put down a larger down payment. Often times, not only do these consumers have less than ideal credit, but are also, older, speaks preferably in Navajo with limited use of English, and are unaware of dealers reviewing their credit without their authorization.

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Unfortunately, Navajos are frequently informed to take the vehicle home while the dealer knows that financing is not fully approved explained Gorman.

Your Right to Know

To make sure you've been financed before leaving the dealership, NNHRC recommends Navajo people always ask for the written information provided from the dealer to the financier and the written response from the financier to the dealer. The documentation that you want should state that you've fully approved for financing.

Always ask for the sales contract.

If a person does not receive a sales contract then they may receive a buyer's order, which means it's a spot delivery and means you do not own the vehicle and likely will be called to return to the dealer.

Gorman said, "Don't leave the dealer until the financing has been fully approved. When you are told to take the vehicle home prior to the final approval of financing the vehicle, you are more likely to be swindled."

People have the right to know the information supplied from the dealer to the financier and the response from the financier to the dealer to determine whether you've been financed.

"Don't leave the dealer until the financing has been fully approved. When you are told to take the vehicle home prior to the final approval of financing the vehicle, you are more likely to be swindled."

Educate Yourself to Avoid Scams

The commission wants Navajo consumers to continue to understand the benefits of learning about what to know before you go to a dealer and how to better negotiate in order to avoid scams.

Before purchasing a vehicle, people should know their credit score, their purchasing limit, what they want and its value, and secure their own lender. With the knowledge gained people should apply it while at the dealer by negotiating below the invoice price. Leave the dealership if negotiations for the purchase of a vehicle do not go like as hoped. If a person decides they want a different vehicle, leave and research again before negotiating and buying.

Navajo people are encouraged to ask their chapter officials for a flyer by the Navajo Nation Human Rights Commission, "You Make Your Deal: Knowing and Negotiating, For the Best of your life, For the Rest of your Life."

Visit or Contact NNHRC About Tate's Auto

Also, to bring awareness to the Navajo Nation Human Rights Commission about Navajo consumers' buying experience, the commission wants Navajo citizens who have specific complaints about Tate's Auto to visit or contact their office

To contact NNHRC, call (928) 871-7436 or visit the office at 343 Arizona Hwy. 264, in the Saint Michaels Professional Bldg. #1, Suite 112 in St. Michaels, Navajo Nation (AZ).

Said Rachelle Todea for NNHRC, "In the meantime, the Navajo Nation Human Rights Commission will continue to reveal the predatory sales tactics as a follow-up to the public hearings, prior to the release of the Commission's report, which will be released soon."

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